

**Norfolk**

**VIRGINIA**



## **NORFOLK MRC NEWS**

April 2012

### **FOR YOUR INFORMATION**

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#### ***Upcoming:***

4/3 Public Health Education for MRC

4/6 & 4/10 Shelter training

4/14 KEEP Event

4/18 Project Homeless Connect (EXERCISE credit)

4/23 Psychological First Aid

4/25 Shelter training

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∞Thank you to everyone who responded to the tornado test drill on March 20th. We had a 52% response rate, which is a fine job for our first drill. Ideally, this number needs to be much closer to 100%, so we will strive to improve. If you have questions about how to respond, please contact me. It is important that you understand how to respond in the event of a true emergency alert. Big thanks to those of you who provided me with feedback on your drill experience—I love feedback!

∞I've fielded lots of training questions recently, which is wonderful. Here's some answers to commonly asked questions:

-Yes, you may still volunteer for activities while you are completing your training. Some activities may be limited to volunteers who have completed a certain level of training, but I will let you know if this is the case.

-Yes, you can print the test out first in the FEMA courses and have it with you as you complete the course (open book test).

-Yes, you can take the online FEMA tests multiple times with no penalty.

-Yes, you can forward the link to the

certificate right to me. I will acknowledge receipt of the certificate and credit you for completing the course. You should also print a copy of the certificate for your own records.

-Yes, if you have completed the course(s) elsewhere or prior to joining the MRC and can provide me with a copy of your certificate, I will be happy to credit you with completing the class.

-No, you are not bothering me by asking these questions! Many of you are so contrite when you finally do ask...it is my job to help you be successful!!

∞Resources available for assistance in completing your required courses include:

-Printed study guides for FEMA courses IS-100, IS-700 and IS-22. The test must still be taken online, but you can take the test open book.

-The computer lab across the hall from my office is available to anyone needing internet, just make an appointment with me first.

-ME! I'm happy to answer questions, just ask!

## Protecting your health

When providing services to the public, how do you protect yourself? Your personal safety is a priority at all times!

Are you aware of how common contagious diseases like influenza, hepatitis, tuberculosis, etc. pass from one person to another? The Centers for Disease Control and Prevention website <http://www.cdc.gov/az/a.html> has links to basic information about many common diseases.

Basic infection control procedures, such as Personal Protective Equipment (PPE), are important to protect yourself and to protect clients. Some clients may feel personally offended if you are using PPE, but explain to them that the PPE protects both you and them from infectious pathogens that you might not know you are carrying.

At health clinics, non-medical MRC members frequently interact with clients to welcome them, guide them through the process, and help them complete the registration paperwork. Inevitably, some small number of them may be suffering from a variety of common contagious diseases. The affected clients may not yet be showing symptoms, and may not know that they are carrying the infectious pathogens.

Some common infectious pathogens can transfer to and stay active on clipboards, pens, and other registration materials for hours after being handled by an infected person. A non-medical MRC member may be exposed by handling these materials.

Under normal circumstances, a few simple precautions will minimize potential further transfer of pathogens:

**\*\*If you are contagious with anything more than a common cold or allergies, please stay home, drink plenty of fluids, and rest. Please notify Linda as soon as you can.**

**\*\*If you have common cold or allergy symptoms, ask the Site Supervisor whether you should stay and whether you should wear a surgical mask to decrease the spread of symptoms.**

**\*\*Just before any contact with clients, wash your hands with soap and water and put on a fresh pair of non-latex gloves. When you remove the gloves, discard them in the trash and repeat handwashing immediately. If you are just taking a break, repeat the hand treatment and put on a fresh pair of non-latex gloves before resuming contacts with clients.**

**\*\*While wearing gloves or before you wash your hands after removing gloves, avoid touching or rubbing your mouth, nose, eyes, ears, private parts, and any breaks in your skin.**

**\*\*After using the restroom, thorough hand-washing with soap and hot water is essential. A good rule-of-thumb is to lather vigorously while you sing the "Happy Birthday" song twice (use your tolerance for embarrassment to decide whether to sing out loud). Avoid touching faucets and door handles with your just-washed hands; use a**  
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### ***For Your Information***

All vaccination and registration staff should complete necessary clinic paperwork by printing neatly and filling forms out completely as indicated by the site supervisor.

All paperwork comes back to nursing administration, and there have been some forms that were incomplete or illegible.

Please take the time to complete the paperwork neatly and accurately.

## Upcoming Training and Activities

### **APRIL**

- 4/3 Public Health Education for MRC—state polycom, 6:00-8:00P, NDPH
- 4/6 Shelter Operations and Management training, 9:30A-12:30P, NDPH
- 4/10 Shelter Operations and Management training, 6:30-9:30P, NDPH
- 4/14 KEEP Event (Kidney Early Evaluation Program), 9A—2P. Mt. Gilead Baptist Church, Norfolk. Medical volunteers needed for screening and non-medical volunteers needed for registration and patient assistance.
- 4/18 **Project Homeless Connect, 7:00A—4:30P, Norfolk Scope** *\*\*This will count as meeting your exercise requirement\*\**
- 4/20 Basic Life Support (BLS), 8:30A-12:30P, Virginia Beach Health Dept.
- 4/23 Psychological First Aid at Virginia Beach Health Dept. 12:30-4:30 PM
- 4/23 Psychological First Aid at Norfolk Health Dept. 6:30-9:30 PM
- 4/25 Shelter Operations and Management training, 2:00-4:00 PM, Virginia Beach Health & Human Services Dept.

### **MAY**

- 5/8 Medical Surge: ACS and Shelters—state polycom, 6:00-8:00P, NDPH
- 5/12 Women's Health Day, 12:00-3:00 PM, Lambert' Point Community Center.
- 5/25-5/31 Virginia Hurricane Preparedness Sales Tax holiday
- 5/25-6/2 National Hurricane Preparedness Week

### **JUNE**

- 6/5-6/12 OpSail 2012. Volunteers needed to support first aid tents and environmental health activities. More information to follow.
- 6/16 START Triage training, 9:00A-2:00P, TEMS

### **JULY**

- 7/20 Basic Life Support (BLS), 8:30A-12:30P, Virginia Beach Health Dept.
- 7/23 Psychological First Aid at Virginia Beach Health Dept. 12:30-4:30 PM

## Protecting your health, cont.

piece of paper towel to close the faucet and open the door.

**\*\*If a client is coughing or otherwise shedding bodily fluids, ask the Site Supervisor if that client can be served, and whether that client should wear a surgical mask.**

**\*\*If you touch or are touched by any clients' bodily fluids (except**

sweat) or coughing, report the incident to the Site Supervisor and follow instructions for any necessary first aid treatment. Use the Volunteer Hours Log to document the incident from start to finish - include details and times as appropriate (beware HIPAA regulations). Use your own judgment to decide whether to seek outside

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### **Become a Public Health Champion!**

*Public Health Education for MRC* is an interactive 2-hr. videoconference which introduces health communication principles and demonstrates public outreach strategies that volunteers can readily apply in their community.

Participants will learn how to:

- \*Describe public health outreach
- \*Identify VDH's disease prevention programs
- \*Identify community preparedness education efforts
- \*Demonstrate effective communication skills
- \*Define MRC volunteer involvement in public health outreach initiatives

Presenters:

Nancy Keohane,  
*Office of Family Health Services*  
Cheryle Rodriguez,  
*Office of Risk Communication and Education*

## Volunteer Spotlight

On behalf of the Norfolk Health Dept and MRC, we are grateful for the assistance of:

**Charles Kessler, Lexie Stone, Renee Genora, Connie Buckallew, Susan Eilberg, Jagdeesh Ullal, Tom Russel, Stephanie Fewkes, Debbie Norton, Ashley Forfa, Deanna Harris, Nicole O'Garro, Ellie Mosholder, Sabrina Robinson, Sean Hess, Jordan Copeland, Mara Santiago, Audrey Yeiter, Kate Washburn, Lauren Quinn, Holly Tracy, Michelle Moorhead, Tavia Petway, Shelley Secor-Taylor, and Lakisha Rogers** for all of their help with the Tdap clinics. Awesome work!

**Kate Washburn, Mara Santiago, Audrey Yeiter, Danielle Mason,**

**Dana Jenkins, Mary Ann Notarianni and Lindsey Grazier** for facilitating the TPPI program at Norview MS. Great job, ladies!

**Shatada Floyd-White, Edwin Cruz, Connie Buckallew, and their friends and family** for supporting the NMRC in the St. Patrick's Parade in Oceanview—I truly appreciate your time and assistance!

**Lisa Fraser, Sean Hess, Patty Long, Beth Old, Annie Purser, Shelley Secor-Taylor, Lexie Stone, and Renee Genora** for their time and insight at the Nursing Team Orientation. You are a pleasure to work with!

**Tom Russel and Lisa Billow** for their help with the Patient Flow analysis. **THANK YOU!**

### Yay Renee!

Congratulations to Renee Genora for completing her Level Two training and earning her goodies too!

## Protecting your health, cont.

medical assistance on your own - MRC and the Health Department cannot provide or pay for outside medical assistance.

**\*\*Report any spills of bodily fluids or medical waste, and any exposure to hazardous materials to the Site Supervisor and follow instructions for hazard mitigation.**

**\*\*Launder all external clothing worn during the activity that may have come in contact with bodily fluids or medical waste.**

At the start of each activity, the Site Supervisor should tell everyone what to do in emergencies. This should include:

**\*\*At least two separate evacuation exit routes.**

**\*\*Where to meet outside in case of alarm and/or evacuation.**

**\*\*What to do about registrations, treatments, and examinations in process.**

**\*\*What to do with medications, supplies, used sharps containers, medical waste container, etc.**

Keep your eyes open to where you are and what's going on around you. If you are unsure or uncomfortable about something, ask the Site Supervisor for guidance.

*Article courtesy of Tom Russel.*

